

# Improvements and Changes



## Coming Soon

A new mobile app, instant fare loads, additional retail locations, and more are coming your way!

### New benefits

We're improving the ORCA experience by adding the features and benefits you asked for. When it's launched in spring 2022, the new ORCA system will give you new ways to manage your card and add funds.

- Load fares instantly
- New website
- New mobile app
- More retail locations
- New card design
- Lower card price



### What to expect

While we're making upgrades, you may experience temporary changes. This brochure provides more information about what's happening and tips to successfully navigate changes.

#### Early 2022



- New vending machines and card readers

#### Spring 2022



- New website
- New mobile app

#### Summer 2022



- More retail locations
- New ORCA card design



# What you need to know

## If you have an ORCA card

Keep using it. Starting in summer 2022, if you want to reload your card at a retail store, you will need a new, redesigned card.

## If you need an ORCA card

Purchase cards online, by phone, at vending machines, retail stores or customer service locations.

Starting in spring 2022, myORCA.com and the myORCA app will replace orcard.com and orcard.biz.

## Paying for your trip

Beginning in spring 2022, each customer will need their own card to pay their fare. Cash will continue to be accepted at vending machines, retail stores, customer service locations and on buses.

At this time riders may only use one form of payment per trip—ORCA card or cash. When transferring with your ORCA card, use E-purse value to cover additional fares.

## Managing your account

Beginning in spring 2022, to manage your card online, you can create a new account and link your card at myORCA.com or the mobile app. You'll be able to manage multiple cards, transfer balances and set up autoloads.

## Reduced fare programs

Reduced fare programs will continue to be available to qualified low-income riders, seniors (65+ years), youth (6–18 years), and persons with disabilities.

## ORCA at retail stores

Retail stores will still sell ORCA cards, but starting in spring 2022, they will only load E-purse value and no longer sell passes.

You can convert E-purse value to passes at myORCA.com, with the myORCA app, at a vending machine, or by calling or visiting customer service.

Between May and July 2022, you will experience a one-hour delay loading E-purse value to your card at retail stores. You can load E-purse value or passes instantly at myORCA.com, with the myORCA app, at a vending machine, or by calling or visiting customer service.

In July 2022, the ORCA retail network will expand to twice the number of locations and begin selling an updated card. You'll need the new card to add value at stores after that.



## How to get a new ORCA card

**Adult cards:** Purchase a new card at stores, through myORCA.com or the myORCA app or by calling or visiting customer service.

**Youth and senior cards:** Apply for a new or replacement card online at myORCA.com or via the myORCA app. You can also call or visit customer service.

**ORCA LIFT and disabled cards:** Apply for a replacement card online at myORCA.com, via the myORCA app, or by calling or visiting customer service. To apply for a new card, call or visit customer service.

During the card upgrade process, riders can transfer fare passes and E-purse balances from old cards to new cards.

## We're here for you

Visit [myORCA.com](https://myORCA.com) or follow us on social media to learn more and sign up for alerts and updates.

@TheORCACard on



## Customer Service

888-988-6722 - TTY: 711 - [myORCA.com](https://myORCA.com)

Monday – Friday: 8 a.m. to 5 p.m.;  
closed weekends and holidays.

Non-English interpreter services: 800-823-9230

Visite [myORCA.com](https://myORCA.com) para obtener más información.

访问 [myORCA.com](https://myORCA.com) 了解更多信息。

자세히 알아보려면 [myORCA.com](https://myORCA.com)을 방문하십시오.

Посетите [myORCA.com](https://myORCA.com), чтобы узнать больше.

Bisitahin ang [myORCA.com](https://myORCA.com) upang matuto nang higit pa.

Truy cập [myORCA.com](https://myORCA.com) để tìm hiểu thêm.

